

# ANTONY IRUNGU NDIRANGU

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Food & Beverage Service | Customer Experience | Cash Handling | POS Systems | Hospitality Standards | Sales Techniques | Inventory & Stock Management | Sales Tracking & Reporting | Health & Safety Compliance | Communication Skills | Team Collaboration | Time Management | MS Office

## PROFESSIONAL PROFILE

Dedicated and experienced Barista & Beverage Specialist with years of experience in the food and beverage industry, delivering exceptional customer service and high-quality beverage craftsmanship. Adept at espresso artistry, mixology, and product upselling, contributing to increased sales and customer satisfaction. Recognized twice as the Best Barista, demonstrating expertise in beverage preparation, consistency, and presentation. Proficient in POS operations, cash handling, and inventory management, ensuring accuracy and efficiency in daily transactions. Passionate about training and mentoring staff, fostering a strong service-oriented team. Committed to health, hygiene, and safety compliance, ensuring a clean and well-maintained workspace. A quick learner who adapts easily to new environments, equipment, and service techniques. Thrives in fast-paced environments, consistently delivering top-tier service and quality.

## PROFESSIONAL STRENGTHS

- Expert Beverage Crafting – Specialist in coffee artistry and mixology, ensuring high-quality presentation and taste.
- Customer Service Excellence – Adept at providing personalized service, engaging warmly with customers, and ensuring satisfaction.
- Quality Assurance & Consistency – Maintaining strict adherence to recipes, portion control, and hygiene standards.
- Upselling & Revenue Growth – Implementing strategies to boost sales and minimize wastage.
- POS & Cash Handling – Proficient in operating POS systems efficiently, ensuring accuracy in transactions.
- Equipment Maintenance – Skilled at inspecting, troubleshooting, and maintaining café equipment for optimal performance.

## MOST PROUD OF

- Recognized as Best Barista and Waiter Twice in a Row.
- Improved Sales Through Upselling.
- Maintained 100% Accuracy in Cash Handling.
- Trained and Mentored New Staff.
- Enhanced Customer Satisfaction Ratings.

## PROFESSIONAL EXPERIENCE

### ALLOY BAR AND LOUNGE

**Barista**

Dec 2024 – Present

**Waiter**

Jul 2024 – Nov 2024

- Preparing and serving premium coffee beverages and cocktails with precision, creativity, and consistency.
- Maintaining professional presentation and adherence to beverage recipes to ensure customer satisfaction.
- Handling POS transactions, balancing daily sales, and ensuring zero cash discrepancies.
- Promoting daily specials and upselling premium drinks, contributing to higher sales and customer engagement.
- Ensuring compliance with hygiene and safety standards, maintaining a clean, organized, and efficient workspace.
- Providing warm, friendly service, anticipating customer needs, and addressing them promptly.

- Training new staff on beverage preparation, bar operations, and customer service excellence.

## **BIG SQUARE RESTAURANT**

### **Barista & Waiter**

Dec 2022 – Feb 2024

- Expertly crafted espresso-based beverages and milk-based drinks, ensuring consistency in quality and presentation.
- Supported front-of-house operations by assisting customers with menu recommendations and upselling drinks.
- Maintained inventory levels and conducted regular checks to minimize shortages and wastage.
- Operated POS systems accurately, handled cash, and reconciled daily sales reports with 100% accuracy.
- Ensured adherence to food safety, hygiene, and company service standards.
- Provided a welcoming environment, fostering customer loyalty and satisfaction.

## **MORAN LOUNGE AND GRILL**

### **Waiter & Bartender**

Jan 2021 – Nov 2022

- Delivered excellent service by taking accurate orders, managing customer tables, and ensuring fast service delivery.
- Prepared a variety of cocktails and drinks, maintaining consistency and creativity in presentation.
- Supported event setups, special orders, and large group functions with efficiency and professionalism.
- Managed customer feedback and addressed concerns promptly to maintain satisfaction.
- Monitored stock levels for beverages and bar supplies, ensuring seamless daily operations.

## **LOTUS CHINESE RESTAURANT**

### **Waiter & Sales Attendant**

Aug 2020 – Dec 2021

- Welcomed and seated customers, providing menu guidance and making product recommendations.
- Processed cash and card payments accurately using POS systems.
- Maintained cleanliness and organization of dining areas and service stations.
- Promoted special offers and encouraged repeat sales through personalized interactions.
- Ensured compliance with hygiene and service standards, contributing to smooth restaurant operations.

## **LANGUAGE AND PROFICIENCY**

Fluent in English and Swahili, both written and spoken.

## **EDUCATION & CERTIFICATIONS**

- Certificate of Service – Alloy Bar and Lounge (2024)
- Certificate of Bar Knowledge – Diageo Bar Academy (2020)
- Certificate of Secondary Education – Kalalu High School (2018)

## **HOBBIES**

- Reading
- Travelling
- Practicing Latte Art

## **REFERENCES**

- Carol – HR, Alloy Bar & Lounge – Tel: 0709 665 667
- Sandra – HR, Big Square – Tel: 0780 202 036
- Pauline – HR, Moran Lounge – Tel: 0722 337 431
- Hotensiah Karanja – Assistant Manager, Chinese Restaurant – Tel: 0722 446 060